

PROJECT & PROFESSIONAL SERVICES SCHEDULE

COMNEXIA Corporation

Service-Specific Schedule

Version 2026.08.14

Intended permanent URL

<https://comnexia.com/service-schedules/project-professional-services/>

How this schedule applies. This schedule applies when a Sales Order or statement of work includes implementation, migration, consulting, engineering, deployment, cabling, remediation, installation or other project Services and expressly identifies this version.

COMNEXIA Corporation
590 W Crossville Road, Suite 201
Roswell, Georgia 30075
(877) 600-6550 | info@comnexia.com

1. Project Scope

The Sales Order or statement of work defines the project objectives, deliverables, assumptions, estimated schedule, pricing and dependencies. Work not reasonably within that scope is out of scope.

2. Estimates and Scheduling

Unless expressly identified as fixed, project hours, dates and completion schedules are good-faith estimates based on information reasonably available when the project is planned.

Schedules may change because of Customer delays, product availability, carrier schedules, third-party support, discovered conditions, permitting, site readiness, data quality or other dependencies outside COMNEXIA's reasonable control.

3. Customer Responsibilities

- Provide timely access to facilities, systems, data, credentials and decision-makers.
- Complete prerequisites and site-readiness items assigned to Customer.
- Make timely decisions and approvals.
- Maintain appropriate backups before material migrations or changes unless COMNEXIA is expressly responsible for creating them.
- Identify material blackout periods, compliance constraints and business-critical dependencies before work begins.

4. Change Orders and Out-of-Scope Work

A material change in scope, assumptions, quantities, architecture or Customer requirements may require a written change order, revised Sales Order or time-and-materials authorization.

Routine additional work may be approved by an Authorized Contact through email, support ticket or electronic approval when permitted by the MSA.

5. Fixed-Fee Projects

A fixed fee applies only to the scope and assumptions expressly included in the project document. Work caused by changed requirements, undisclosed conditions, Customer delay or third-party changes may be separately billable.

6. Time-and-Materials Projects

Time-and-materials work is billed for actual labor and applicable materials, travel and third-party costs at the rates stated in the Sales Order or otherwise authorized under the MSA.

7. Hardware, Software and Licensing

Customer is responsible for approved hardware, software, subscriptions, shipping, taxes and vendor commitments associated with the project. Special-order or provider-committed products may be noncancelable after ordering.

8. Cutovers and Maintenance Windows

Projects involving production changes may require after-hours maintenance windows. Customer will ensure appropriate business representatives are available for validation when reasonably requested. A failed or postponed cutover caused by Customer or third-party conditions may result in additional labor.

9. Acceptance

If the project document contains acceptance criteria, those criteria control. Otherwise a deliverable is considered accepted when Customer places it into production, begins material operational use, or confirms acceptance. Acceptance does not waive latent defects or an express warranty.

10. Project Warranty

COMNEXIA's professional-services warranty is the warranty stated in the MSA. Unless a project document expressly provides otherwise, COMNEXIA does not warrant third-party hardware, software, cloud services or Customer applications.

11. Delayed or Paused Projects

If Customer delays a project for more than 30 days, COMNEXIA may reschedule resources, invoice completed work and committed costs, and reasonably re-estimate the remaining schedule and pricing before work resumes.